

*Fig. 1*

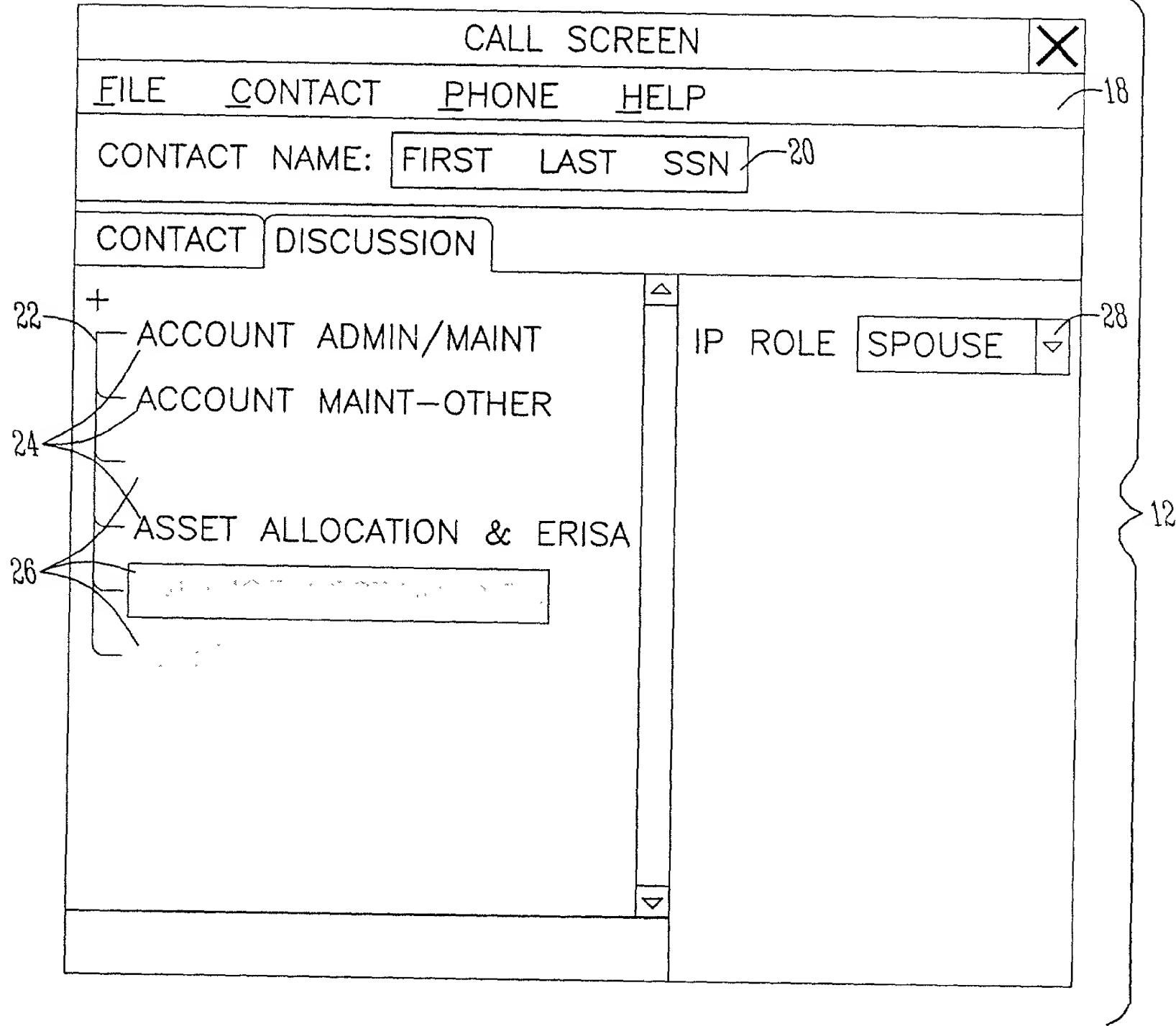
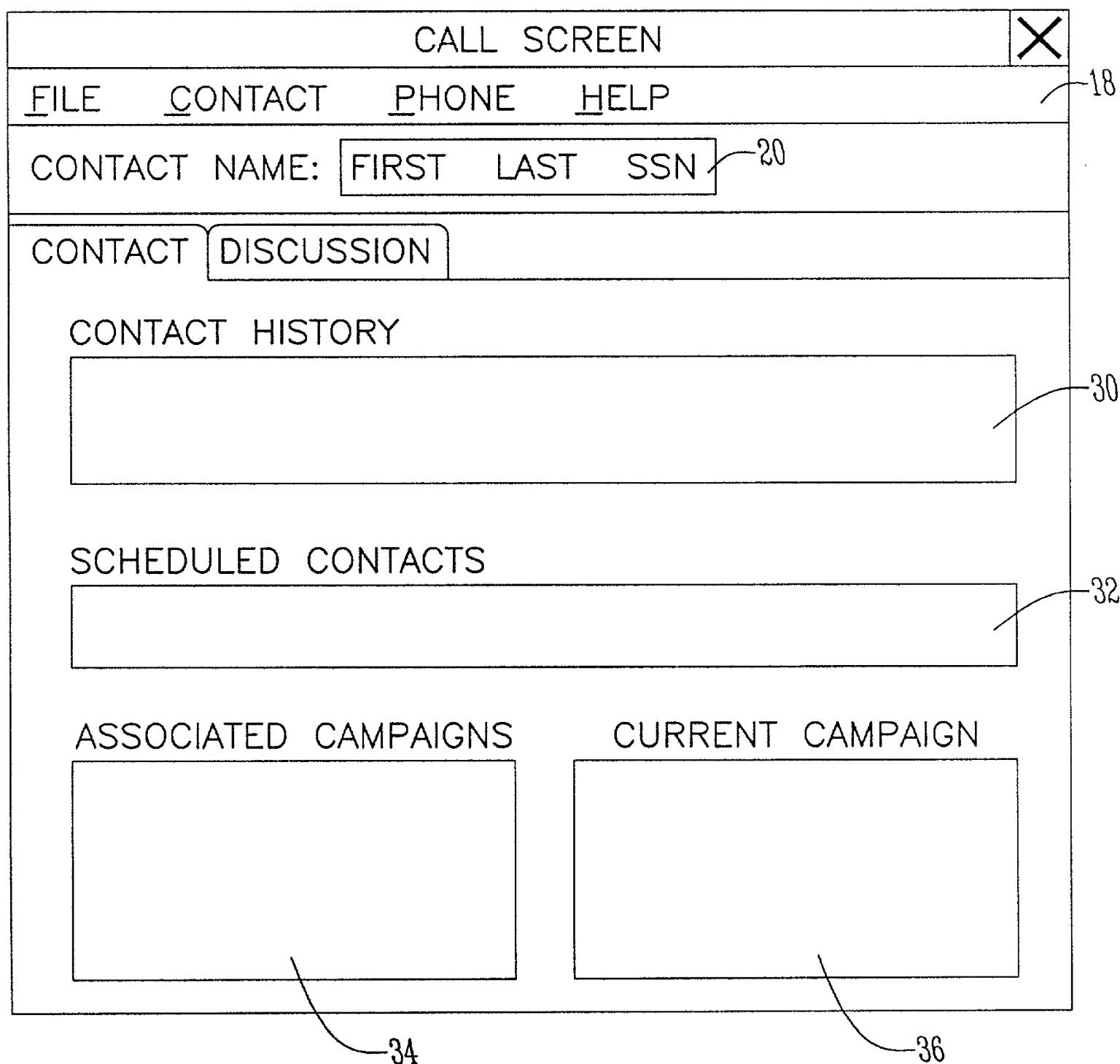
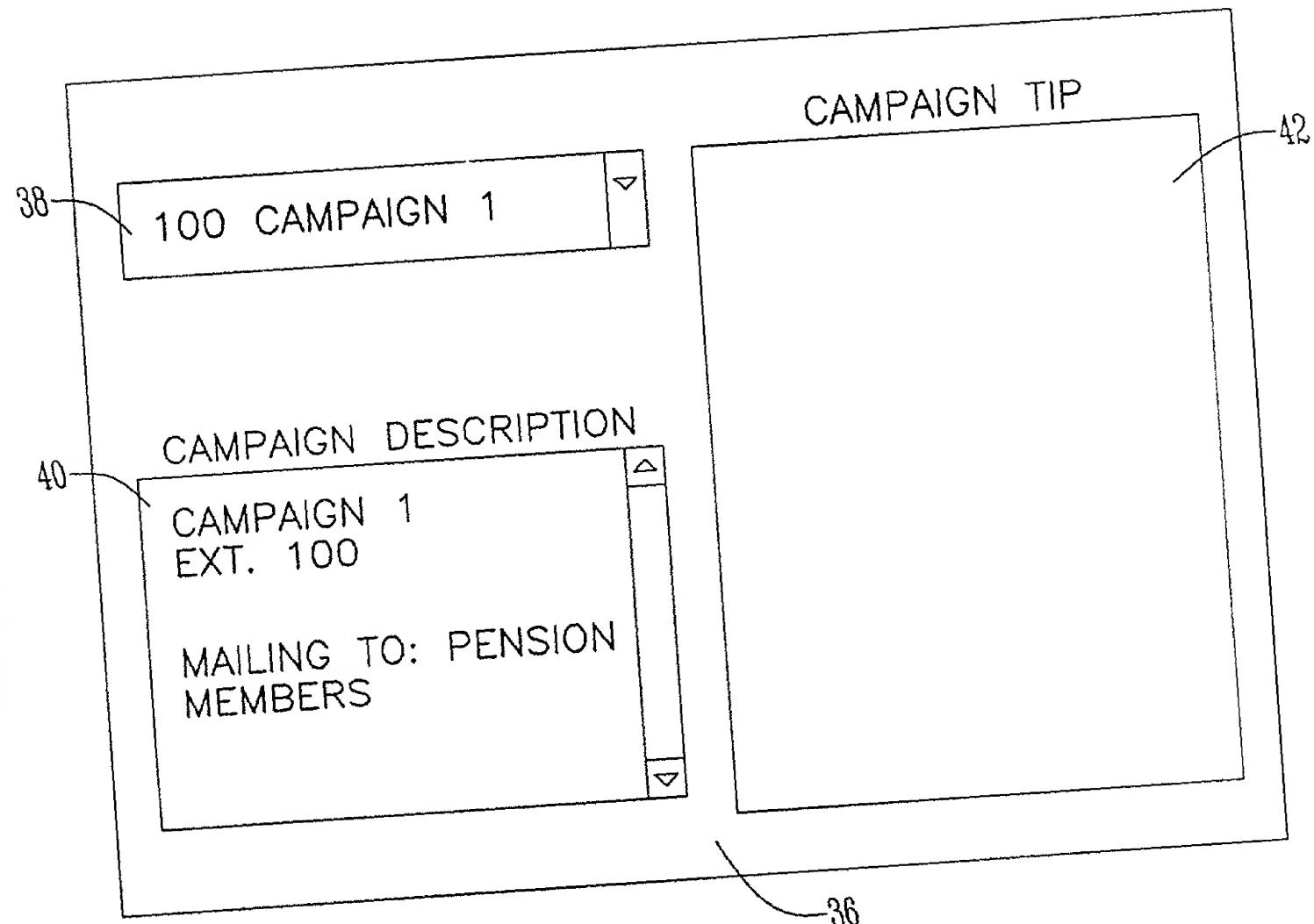


Fig.2

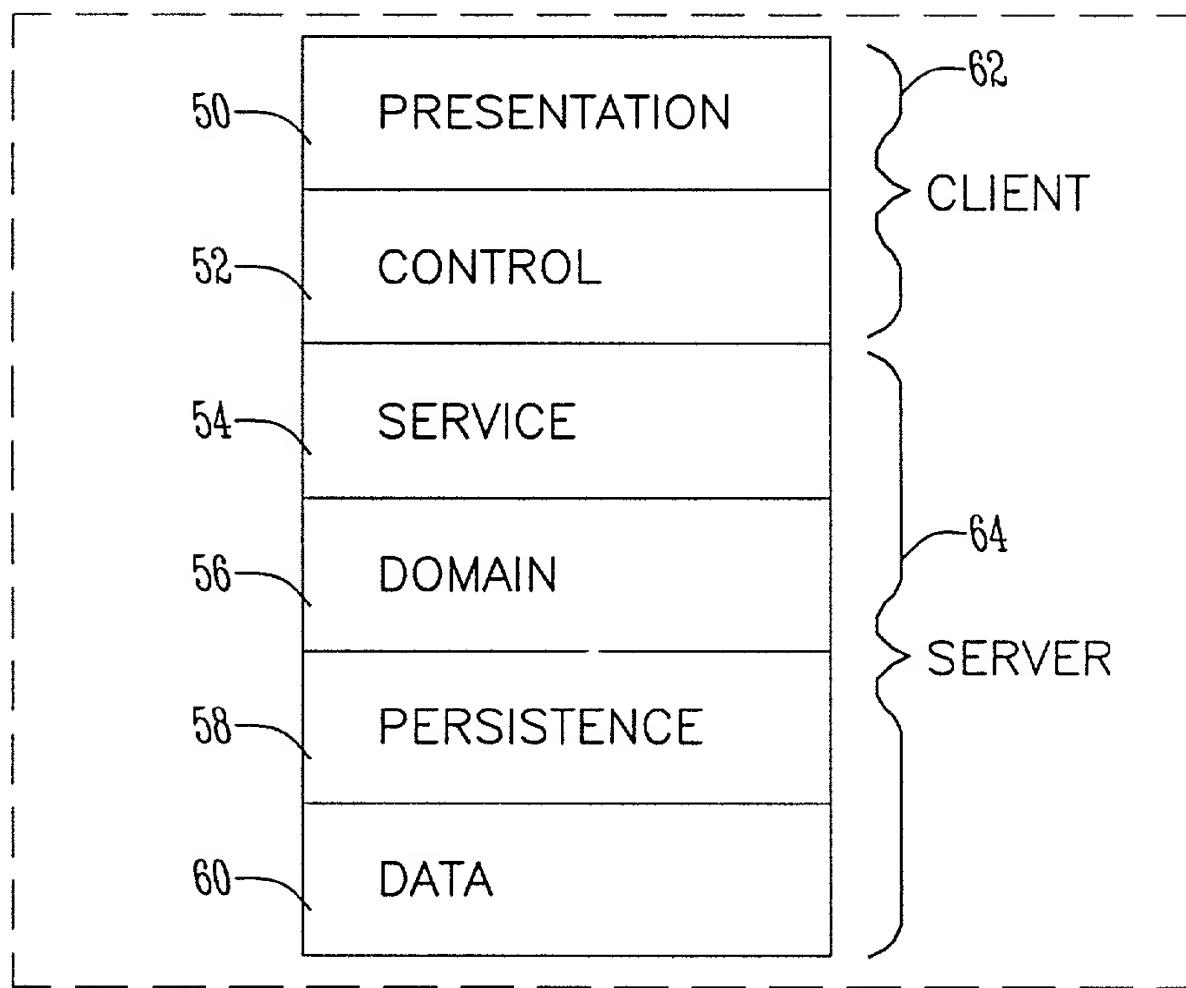


*Fig. 3*

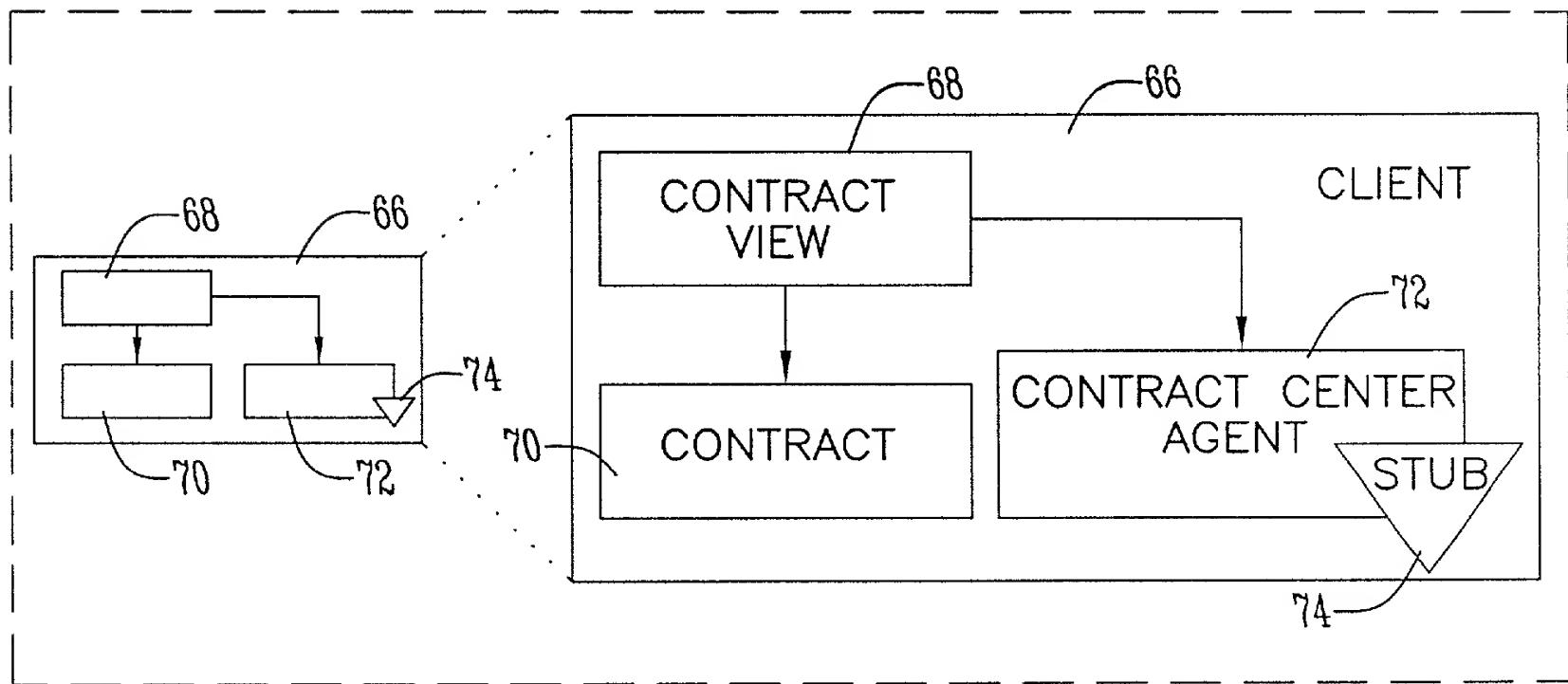
Applicant: **PFIFFNER, Kimberly A. et al.**  
Attorney Docket No. **P04763US0**  
Filed: July 30, 2001  
Title: **METHOD, SYSTEM & APPARATUS  
FOR ENTERPRISE CUSTOMER CONTACT  
MANAGEMENT.** Sheet 4 of 7



*Fig. 4*



*Fig. 5*



*Fig. 6*

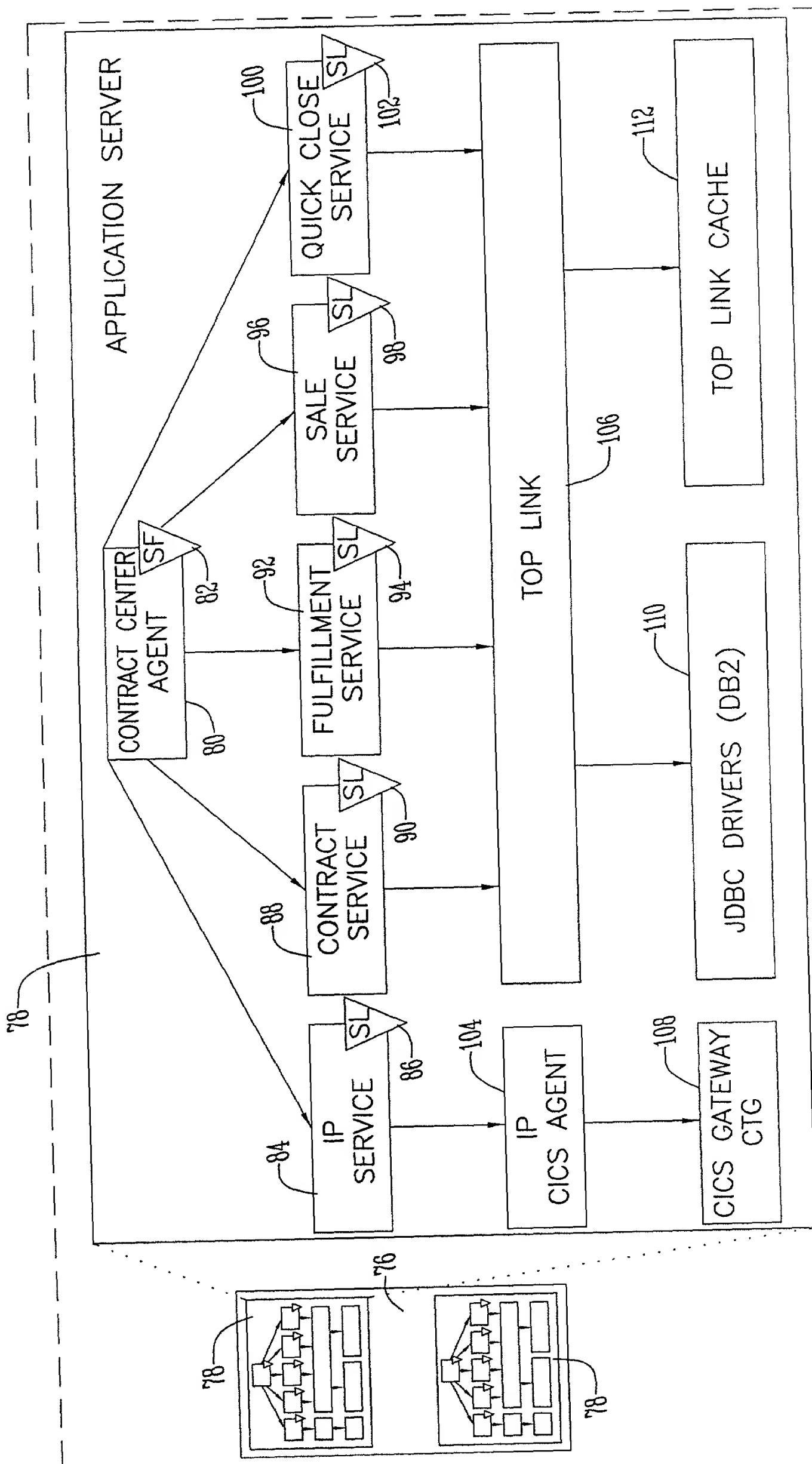


Fig. 7

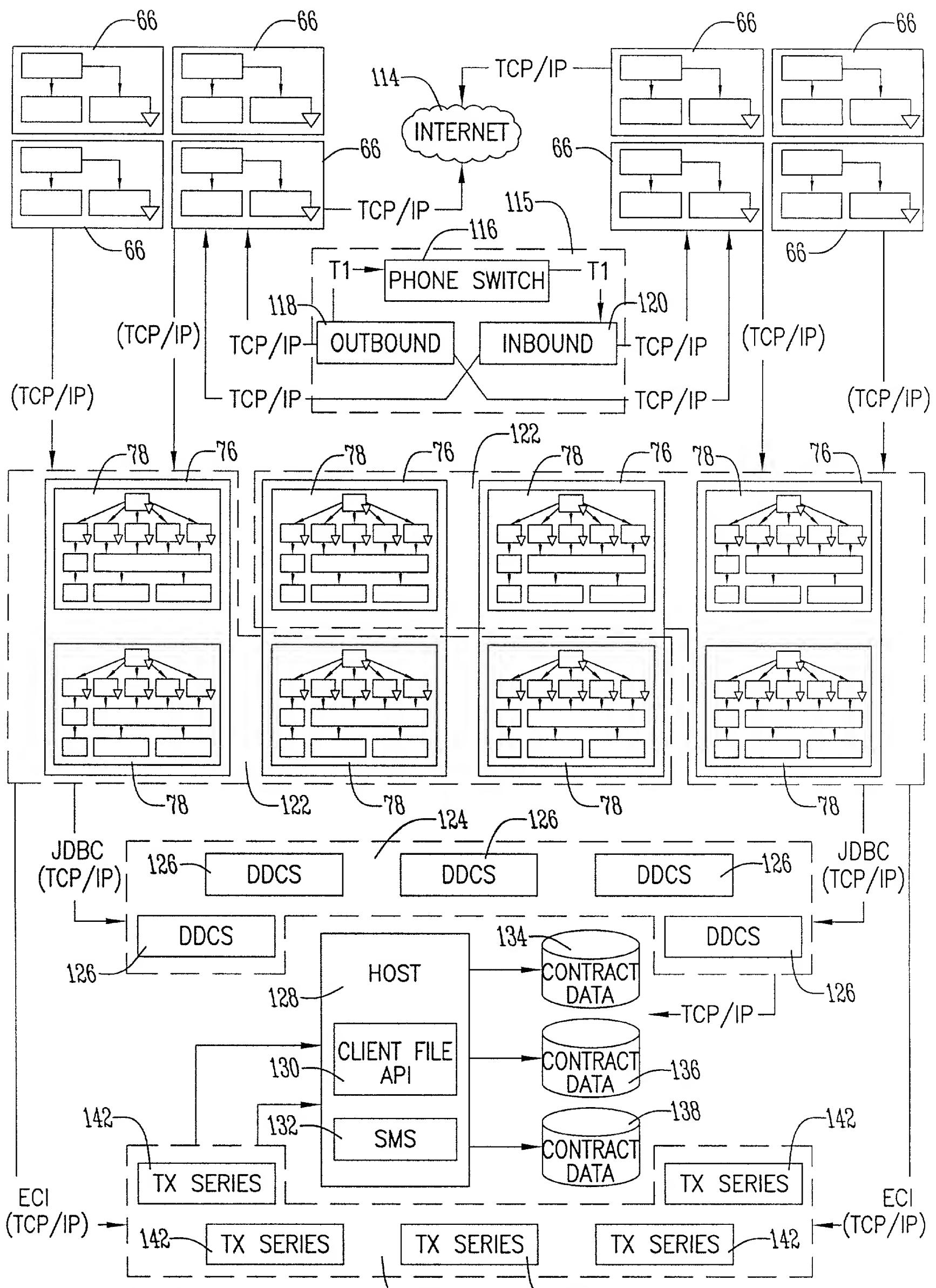


Fig. 8